



**Australian  
College**  
of Commerce & Management

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# ACCM College

## 2023 Course Catalogue

ACCM College are industry experts in delivering online qualifications  
in Business, Accounting, Information Technology, Leadership and Supply Chain.

RTO Code: **1441**



You can find more information on all available courses  
by heading over to our website [www.accm.edu.au](http://www.accm.edu.au)





FIRSTLY

# THANK YOU

FOR CONSIDERING US!

ACCM College is one of Australia's leading experts in distance training.

Our experience was earned supporting 50,000+ learners over 27 years.

This expertise has made us one of NSW's largest Traineeship providers.

What is our secret?

There is no secret. It's something we love doing and we do it very well.

- Offer subjects suitable to online learning
- Create industry relevant course materials
- Allow 24/7 access to learning materials
- Reach out directly to help our students
- Form a real partnership with employers
- Deliver real-time course progress updates
- Employ experienced and passionate staff

We feel our motto says it all, "If you want to study, we want to help".

I sincerely hope my team can show you how much *we really can help*.

**Christopher Czarnosz**  
CEO and Director of Training

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# KEEPING YOU IN THE LOOP

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# EMPLOYER DASHBOARD

Traineeships are an investment in time, effort and resources for your organisation.

We know engaged employers will want to know how those investments are progressing.

Our experience has shown your involvement is key to your Trainee's success.

However, to be effective you need the most current and accurate information.

ACCM's web-based Employer Dashboard gives you that visibility 24/7... in real time.

- Daily questions completed
- Overall course progress
- Course Start and End dates
- Full course timetable and due dates
- Live Assessment results
- Log-in times/dates



**USE THIS QR CODE TO  
SEE OUR EMPLOYER  
DASHBOARD IN  
ACTION!**

Your Trainee's Student Training Adviser will also assist with detailed progress updates, study strategies and motivational support to help drive strong results.

You can also *always* speak to me, and I will help.

**Cherie McGregor**  
Director of RTO Operations

# WEBCLASS

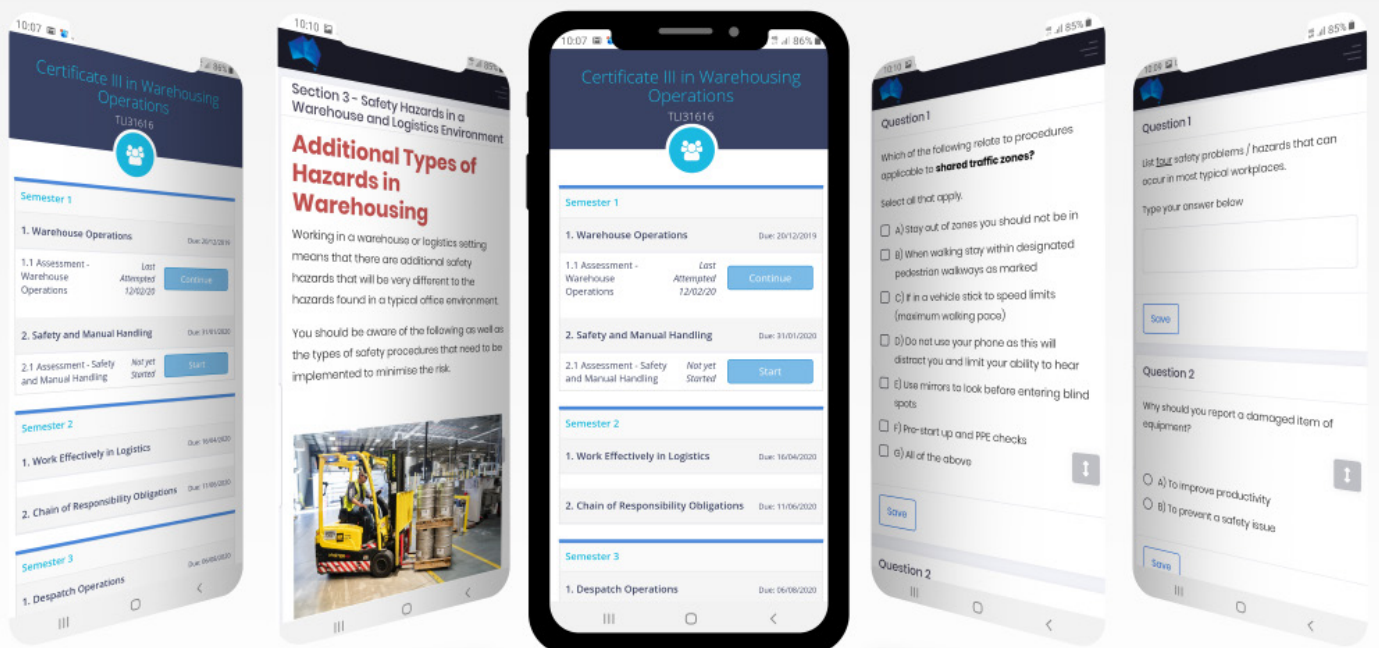
## LEARNING... ANYWHERE AND ANYTIME

Our online learning platform, Webclass, is the result of everything we have learned in 27 years supporting over 50,000 distance and online learners.

Since its inception in 2019, Webclass has received rave feedback from learners and employers for its intuitive ease of use, quality content and practical application.

Webclass offers:

- 24/7 access to course work, allowing maximum flexibility and opportunity
- Access via any web-enabled device: desktop, laptop, tablet or mobile phone
- Subjects broken into manageable sections - encouraging steady course progress
- Clear and plain English learning materials - no more “word walls” to struggle with
- Subject specific videos to enhance depth of learning for visual and audial styles
- A range of assessment methods designed to appeal to all learning preferences
- New features released regularly to enhance the student experience



## THE ACCM COLLEGE DIFFERENCE



### WE HIRE THE RIGHT STAFF

#### Start with finding people who care

ACCM only hire permanent staff with relevant and realworld industry experience to support our learners. Each team member comes from the industry they support, bringing years of practical knowledge and skills to their role.



### WE CREATE STRONG COURSE MATERIALS

#### Written by industry experts

We tap into the decades of relevant expertise and experience of our staff, stakeholders and industry partners. Materials are written with the learner in mind, capturing current industry practices, trends, legislation and technology.



### WE CREATE STRONG STUDENT BONDS

#### Support is positive and proactive

Our Student Advisers reach out to your staff. ACCM's success is based on our learner's results and we have found that being proactive drives better outcomes. We regularly contact your staff to offer support, motivation and coaching.



### WE PARTNER WITH OUR EMPLOYERS

#### Keeping you in the loop

Strong relationships with employers are crucial to good outcomes, as your staff and trainees thrive in a supportive climate. Our Employer Dashboard, Team Leaders and Student Advisers are always there to keep you up to date.



### WE CAPITALISE ON NEW TECHNOLOGY

#### Finding new uses for technology

ACCM has always embraced new technology. Our team of in-house programmers have developed state-of-the-art integrated learning systems that bring all of our core functions together, resulting in better support, stronger communication and faster assessing times.



### WE LISTEN TO ALL OUR STAKEHOLDERS

#### Feedback matters... we want it all

ACCM has set up multiple feedback streams for students, employers and staff to have their say. We review all this valuable information as it comes in. Being proactive with this treasure trove of feedback means we are constantly improving our processes, materials and service.

# TRAINEESHIPS - GETTING STARTED

The process is straight-forward and help is waiting

Your Australian Apprentice  
Support Network (AASN)  
Field Consultant and ACCM College  
are there to help you

## What is an AASN?

The AASN is the official “go-between” for you, the government and ACCM College. Your AASN Field Consultant will help with questions, registration, submitting the Training Contract and processing your federal incentive claims.



### 1. CONTACT YOUR AASN\*

Your staff must be registered with the government within the first 3 months of employment to be eligible for a Traineeship.



### 2. CHOOSE THE RIGHT COURSE

Select the right qualification for your new Trainee. Your AASN Field Consultant and ACCM College can help you with any and all questions



### 3. SIGN THE TRAINING CONTRACT

The AASN will help you and your Trainee complete the Training Contract. They will submit this to State Training and ACCM for you.



### 4. ENROL TRAINEE WITH ACCM

We will send you a link for your Trainee to enrol. Once enrolled, you will both be asked to sign a Training Plan.



### 5. RECEIVE ON-GOING AASN SUPPORT

Your AASN field officer will check in on your Trainee during their Traineeship and will always be available for assistance.



### 6. APPLY FOR INCENTIVE CLAIMS\*

AASN Field Consultants will help process federal incentive claims (based on eligibility) at 6 months and 12 months from sign up.

\* To be registered as a New Entrant Trainee, a new employee must be registered as a trainee within 3 months of commencing work, or within 12 months for part-time employees.

\* NSW employers may be eligible to receive a payroll tax rebate of **5.45%** on the wages paid to trainees. They may also be eligible to receive up to **\$3500** in employer incentives depending on the trainee's employment status. Part-time employees will attract \$1750 (current as of May 2023).

# FULL COURSE LIST

## NSW Traineeships and Entitlement qualifications

QUALIFICATIONS	Course CODE	NSW S&S Traineeship Fee*	NSW S&S Entitlement Fee*	Private Fee
<b>BUSINESS QUALIFICATIONS</b>				
Certificate III in Business	BSB30120	\$0	\$0	\$3750
Certificate III in Business (Customer Engagement)	BSB30120	\$0	\$0	\$3750
Certificate III in Business (Medical Administration)	BSB30120	\$0	\$0	\$3750
Certificate III in Business (Business Administration)	BSB30120	\$0	\$0	\$3750
Certificate III in Business (Records and Info Mgmt)	BSB30120	\$0	\$0	\$3750
Certificate III in Legal Services	BSB30320	\$0	\$0	\$3750
Certificate IV in Legal Services	BSB40620	\$0	\$0	\$5000
Certificate IV in Business	BSB40120	\$0	\$0	\$5000
Certificate IV in Business (Business Operations)	BSB40120	\$0	\$0	\$5000
Certificate IV in Business (Business Administration)	BSB40120	\$0	\$0	\$5000
Certificate IV in Business (Leadership)	BSB40120	\$0	\$0	\$5000
Certificate IV in Business (Records and Info Mgmt)	BSB40120	\$0	\$0	\$5000
Certificate IV in Human Resource Management	BSB40420	\$0	\$0	\$5000
Certificate IV in Project Management Practice	BSB40920	\$0	\$0	\$5000
Certificate IV in Leadership and Management	BSB40520	\$0	\$0	\$5000
Diploma of Business	BSB50120	\$0	\$0	\$7500
Diploma of Human Resources Management	BSB50320	\$0	\$0	\$7500
Diploma of Leadership and Management	BSB50420	\$0	\$0	\$7500
<b>ACCOUNTING QUALIFICATIONS</b>				
Certificate III in Accounts Administration	FNS30322	\$0	\$0	\$3750
Certificate IV in Accounting and Bookkeeping	FNS40222	\$0	\$0	\$5000
<b>SUPPLY CHAIN QUALIFICATIONS</b>				
Certificate II in Supply Chain	TLI20421	\$0	\$0	\$2900
Certificate III in Supply Chain	TLI30321	\$0	\$0	\$3750
<b>INFORMATION TECHNOLOGY QUALIFICATIONS</b>				
Certificate III in Information Technology	ICT30120	\$0	\$0	\$3750
Certificate IV in Information Technology	ICT40120	\$0	\$0	\$5000

\*THIS TRAINING IS SUBSIDISED BY THE NSW GOVERNMENT AND THE REDUCED FEE APPLIES TO ELIGIBLE RESIDENTS OF NSW ONLY. TO FIND OUT MORE ABOUT SMART AND SKILLED FUNDING OR FUNDING AVAILABLE IN YOUR STATE, VISIT [WWW.ACCM.EDU.AU](http://WWW.ACCM.EDU.AU)

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NSW ID: 1390

RTO ID: 1441



**SCAN ME**

TO GO STRAIGHT  
TO ACCM'S AASN  
SUPPORT PAGE





## IF YOU WANT TO STUDY

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# WE WANT TO HELP

The 2023 ACCM College Course Catalogue, on the following pages, outline all of the qualifications available through ACCM and a brief overview of each course.

You will also notice that all of the courses offer a price range starting at \$0.

This is because eligible NSW residents and workers can access a fee-free enrolment through NSW's Smart and Skilled program as a New Entrant Trainee or NSW's Smart and Skilled Entitlement program (until June 2024).

Queensland, ACT and Tasmania also offer government subsidised training programs available through ACCM College. Visit [accm.edu.au](http://accm.edu.au) for more information.

If you would like to discuss any aspect of a Traineeship or qualification, please let me know by emailing [info@accm.edu.au](mailto:info@accm.edu.au) or just call me on 1300 515 321.

As the Director of Client Relationships, my role is to ensure your experience and your staff's learning experience is a great one. From sign-up to graduation.

I will *personally* do all I can to help set you and your staff up for success.

**Tania Holmes**  
Director of Client Relationships

## BASIC BUSINESS COURSES

### Getting started in the business world

#### CERTIFICATE III IN BUSINESS - BSB30120

The Certificate III in Business is a great entry level qualification that works across a wide range of industries and roles. This qualification will ensure your staff develop the key business skills needed to thrive in your workplaces. Our course materials are written by industry experts and cover critical subject areas like effective communication, workplace safety, sustainability, building teamwork, customer service, business writing, spreadsheets and word processing.

**COST: \$0 - \$3750**

**DURATION: 8 - 12 MONTHS**

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#### CERTIFICATE III IN BUSINESS (BUSINESS ADMINISTRATION) - BSB30120

The Business Administration stream is a specialist course designed for entry level administrative staff looking to build their skills across a wide range of duties. This course addresses critical skills such as workplace communication, safety, managing work priorities, purchasing resources, sustainability, scheduling appointments, managing workplace mail and effectively using spreadsheets and word processing applications.

**COST: \$0 - \$3750**

**DURATION: 8 -12 MONTHS**

These Certificate III streams are designed to launch careers across a wide range of industries and roles.

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#### CERTIFICATE III IN BUSINESS (CUSTOMER ENGAGEMENT) - BSB30120

The Customer Engagement stream has been designed to deliver the basic skills needed to thrive in the booming contact and service centre industry. This qualification will impart the skills to deliver a rewarding customer experience, manage priorities, better understand products and services and overcome common customer contact challenges. Learners will gain a solid understanding of skills needed to thrive and succeed in a customer facing industry.

**COST: \$0 - \$3750**

**DURATION: 8 - 12 MONTHS**



## SPECIALIST BUSINESS COURSES

Entry-level business courses for specialist roles

### CERTIFICATE III IN BUSINESS (MEDICAL ADMINISTRATION) - BSB30120

The Medical Administration stream focuses on the skills needed to work effectively and efficiently in the frontlines of a medical practice. Your administrative staff will learn crucial skills about medical records, confidentiality and terminology, managing Medicare accounts, stocking medical supplies and processing patient appointments. Core business skills such as sustainability, safety, and working with spreadsheets and word processing applications are also delivered.

**COST: \$0 - \$3750**

**DURATION: 8 -12 MONTHS**

### CERTIFICATE III IN BUSINESS (RECORDS AND INFO MGMT) - BSB30120

Large organisations require detailed records systems. The Records and Information stream will ensure your new staff are up to the task. Subjects cover the control, retrieval and disposal of records, as well as the legislation and codes that apply to the recordkeeping sector. Important business skills addressing communication, sustainability, safety and effectively using spreadsheets and word processing office applications are also thoroughly covered.

**COST: \$0 - \$3750**

**DURATION: 8 -12 MONTHS**



Specialist administrative roles require specialist qualifications. These business streams focus on the industry specific skills your new staff need to best support your customers.

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## ADVANCED BUSINESS COURSES

When your staff are ready for the next level

### CERTIFICATE IV IN BUSINESS - BSB40120

Build on your staff's proven industry skills with the advanced business, customer service and client relationship skills they need to support your stakeholders across any industry. Your staff will master higher-level techniques of critical thinking, effective communication and safety management, as well as honing skills in personal and professional development, strong leadership, marketing principles and professional business writing.

**COST: \$0 - \$5000**

**DURATION: 12 - 24 MONTHS**

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### CERTIFICATE IV IN BUSINESS (BUSINESS ADMINISTRATION) - BSB40120

Designed to take your staff's administrative skills to a higher level, this qualification builds on their existing skills, bringing advanced understanding and competence across core business functions. Administration areas addressed include making business decisions, communication strategies, advanced business writing, managing meetings and business resources, as well as advanced word processing and spreadsheet application use.

**COST: \$0 - \$5000**

**DURATION: 12 - 24 MONTHS**

Help your experienced staff reach even higher levels of performance and productivity with these advanced qualifications.

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### CERTIFICATE IV IN BUSINESS (BUSINESS OPERATIONS) - BSB40120

The Business Operations stream is a tailored program designed specifically for office leaders responsible for core business functions. This qualification will enable your future leader to manage personal and professional development as well as build their marketing and promotional skills. Other areas of focus include creating strong customer relationships and networks as well as advanced communication & critical thinking skills.

**COST: \$0 - \$5000**

**DURATION: 12 - 24 MONTHS**

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### CERTIFICATE IV IN BUSINESS (RECORDS AND INFO MGMT) - BSB40120

Build on your staff's existing business and recordkeeping skills with the Certificate IV in Business (Records and Information Management). This course will help staff master the advanced skills necessary to properly control essential business records, apply appraisal & classification systems, as well as implement disposal actions.

**COST: \$0 - \$5000**

**DURATION: 12 - 24 MONTHS**

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### DIPLOMA OF BUSINESS - BSB50120

The Diploma of Business qualification offers a broad spectrum of subjects to suit a multi-skilled office manager looking to build their capabilities. Your future leader will master the advanced techniques behind critical and creative thinking, professional and personal development, business and operational planning, driving sustainability, policy writing and establishing client relationships. Everything your business needs.

**COST: \$0 - \$7500**

**DURATION: 18 - 24 MONTHS**

## HR & PROJECT MANAGEMENT COURSES

Certain core roles require highly specialised training

### CERTIFICATE IV IN HUMAN RESOURCE MANAGEMENT - BSB40420

The Certificate IV in Human Resource Management covers all key HR functional areas to ensure a solid knowledge base for your staff entering the HR profession, or those wanting to learn specific aspects of HR. By focusing on the policies and procedures that drive your recruitment, appraisal, industrial relations and retention processes, this qualification will ensure that your staff have a strong skill set in crucial HR specialist areas.

**COST: \$0 - \$5000**

**DURATION: 12 - 24 MONTHS**

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### CERTIFICATE IV IN PROJECT MANAGEMENT PRACTICE - BSB40920

Formal, structured project management training is an essential tool to ensure that your new staff are able to contribute to the success of a workplace project. This qualification addresses every key aspect of successful projects including scope, time, cost and resource management, as well as risk and quality control processes to drive success.

**COST: \$0 - \$5000**

**DURATION: 12 - 24 MONTHS**

It takes specialised training to enhance on the job experience and deliver the results your stakeholders demand.

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### DIPLOMA OF HUMAN RESOURCE MANAGEMENT - BSB50320

The Diploma of Human Resource Management will expose your experienced HR staff to a higher spectrum of strategic areas. This program thoroughly covers the management of recruitment and workforce planning strategies, how to analyse the effectiveness of performance management systems, staff professional development, building motivated teams and implementing a consultative workplace relations strategy.

**COST: \$0 - \$5000**

**DURATION: 18 - 24 MONTHS**



## LEGAL SERVICES COURSES

A career in the legal profession takes a solid foundation

### CERTIFICATE III IN LEGAL SERVICES - BSB30320

The Certificate III in Legal Services course is the ideal course to kick start your staff's legal administration career towards a Legal Secretary role. This qualification provides an essential background into how the legal sector operates, protecting client information and conducting public searches. Your staff will learn the etiquette and legal terminology needed to carry out legal administration tasks along with practical office administrative and writing skills.

**COST: \$0 - \$3750**

**DURATION: 8 - 12 MONTHS**

### CERTIFICATE IV IN LEGAL SERVICES - BSB40620

This specialist Legal Services course is designed to develop advanced administration and para-legal skills that will enable staff to take the next step in their legal administration career. Your staff will learn critical skills such as legal research and document preparation, contract law, managing legal files and conducting public searches. Finally, a strong understanding of the Australian legal system is provided to ensure the ability to support higher level legal responsibilities.

**COST: \$0 - \$5000**

**DURATION: 12 - 24 MONTHS**



Thriving in this dynamic profession requires a strong understanding of the complexities of the Australian legal system and the unique skills required to support your legal client's needs.

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# LEADERSHIP & MANAGEMENT COURSES

Designed to develop the leaders your organisation demands

## CERTIFICATE IV IN BUSINESS (LEADERSHIP) - BSB40120

Develop your staff's leadership and business skills with this versatile qualification. Your future business leader will learn valuable business communication, decision making, safety and writing skills. Balancing these abilities are subjects on building teams, sound leadership practices, staff learning and development and professional development.

**COST: \$0 - \$5000**

**DURATION: 12 - 24 MONTHS**

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## CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT - BSB40520

Designed specifically for those in a leadership role (or destined for one). This focused course delivers the essential your staff need to be a successful leader across all industries. Decision making, operational planning, managing team priorities, building effective teams, team development, communication, enhancing customer service and safety are all well covered.

**COST: \$0 - \$5000**

**DURATION: 12 - 24 MONTHS**

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## DIPLOMA OF LEADERSHIP AND MANAGEMENT - BSB50420

The Diploma of Leadership and Management delivers a broad spectrum of leadership and management learning to help your proven leaders develop existing skills and prepare for a higher management role. They will learn effective team management, advanced leadership skills, quality operational planning techniques and ways to improve team performance.

**COST: \$0 - \$7500**

**DURATION: 18 - 24 MONTHS**

Frontline experience and formal training are a powerful combination in building the leaders your business needs to meet the challenges facing your industry.

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# INFORMATION TECHNOLOGY COURSES

Ensure your technicians keep pace with technology



ACCM's IT courses capitalise on new virtual technology to allow your staff practical hands-on IT experience in a virtual workplace, with no risk to your network systems.

## CERTIFICATE III IN INFORMATION TECHNOLOGY - ICT30120

The Certificate III qualification is the perfect entry-level qualification for the demanding IT industry. This is a hands-on qualification with a focus on the skills and knowledge essential for every IT career. Your staff will learn how to run standard diagnostic tests, provide advice to IT clients, local device system administration, basic programming, as well as network administration, evaluating cloud technology and resolving/reporting IT problems and solutions.

**COST: \$0 - \$3750**

**DURATION: 8 - 24 MONTHS**

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## CERTIFICATE IV IN INFORMATION TECHNOLOGY - ICT40120

The Certificate IV level course provides your experienced IT staff with a selection of advanced theory and hands-on learning opportunities. This qualification covers advanced client support skills, protecting intellectual property, online security, cyber-security risk management, ICT problem resolution, virtualisation, emerging technology, system administration and basic programming. Additional electives may be considered.

Both General and Networking streams of the Certificate IV are available with this course.

**COST: \$0 - \$5000**

**DURATION: 12 - 24 MONTHS**

# ACCOUNTING & BOOKKEEPING COURSES

Ensuring everything adds up

Sound and reliable accounting is the bedrock of a successful business. ACCM courses provide a solid foundation and develop the basic and advanced accounting skills your staff need.

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## CERTIFICATE III IN ACCOUNTS ADMINISTRATION - FNS30322

The Certificate III in Accounts Administration qualification is designed for entry-level staff stepping into an accounts role. This foundation-laying course addresses the basic accounts clerical tasks of accepting and processing customer payments and paying business bills using an accounts software package. Students will learn key support functions like financial calculations, bank reconciliation and using spreadsheets and word processing applications effectively.

Choose between MYOB or XERO trial programs.

**COST: \$0 - \$3750**

**DURATION: 8 - 24 MONTHS**

## CERTIFICATE IV IN ACCOUNTING AND BOOKKEEPING - FNS40222

This Certificate IV level is designed for more experienced accounts staff and delivers advanced learning outcomes in double entry bookkeeping and computerised accounting. This in-depth learning opportunity addresses all the key accounting functions in most organisations such as processing journals, budget preparation, managing payroll, preparing financial statements and completing a BAS.

Choose between MYOB or XERO trial programs.

**COST: \$0 - \$5000**

**DURATION: 12 - 24 MONTHS**



# SUPPLY CHAIN COURSES

Get started in a dynamic and versatile industry



***Supply Chain students must be employed in a suitable role and be able to undertake on-the-job supervised workplace assessments.***

***The course does NOT offer licencing options for forklifts, working at heights, EWP or any platforms.***

***The subjects offered are limited to what is feasible for us to deliver and assess. Please discuss your needs with us prior to enrolment.***

## CERTIFICATE II IN SUPPLY CHAIN - TLI20421

This basic level qualification covers the essential knowledge and skills required to work and succeed in a supply chain environment. Critical communication and teamwork skills are covered in-depth to ensure that your staff can work effectively with colleagues and customers. This program specifically addresses the current legal obligations under Workplace Health and Safety, Chain of Responsibility and Fatigue Management laws in a practical and engaging way.

**COST: \$0 - \$2900**

**DURATION: 12 TO 24 MONTHS**

## CERTIFICATE III IN SUPPLY CHAIN TLI30321

This qualification covers the essential knowledge and skills to succeed in a supply chain role in an office environment (versus Warehouse based roles). Our subjects cover crucial topics such as: records for logistics operations, purchasing and procurement and sustainability in logistics. Critical communication skills are covered in-depth to ensure learners can work effectively with colleagues and customers. This program specifically addresses current legal obligations under Workplace Health and Safety, Chain of Responsibility and Fatigue Management laws in a practical and engaging way.

Both General and Warehousing streams of the Certificate III are available with this course.












**COST: \$0 - \$3750**

**DURATION: 12 TO 24 MONTHS**

# THE ACCM ENROLMENT PROCESS

We make getting started easy

ACCM SENDS AN  
ENROLMENT LINK  
TO YOU UPON  
NOTIFICATION

	ONCE YOU REVIEW THE AGREEMENT JUST FORWARD LINK TO YOUR TRAINEE
	YOUR TRAINEE ENROLS ONLINE IN LESS THAN 10 MINUTES
	OUR SERVICE ONE TEAM WILL MAKE A WELCOME CALL TO YOUR TRAINEE AND SCHEDULE THEIR INDUCTION
	YOUR TRAINEE LOGS ON TO WEBCLASS AND WATCHES OUR WELCOME VIDEO THAT EXPLAINS WHAT COMES NEXT
	YOUR TRAINEE COMPLETES THE INITIAL SKILLS ASSESSMENT ON WEBCLASS AND SUBMITS THEIR ID
	YOU AND YOUR TRAINEE DETERMINE ELECTIVE CHOICES (IF REQUIRED)
	OUR SERVICE ONE TEAM COMPLETES THE INDUCTION BY PHONE AND CONFIRMS LLN* AND COURSE SUITABILITY
	SERVICE ONE SENDS THE GOVERNMENT TRAINING PLAN TO BE SIGNED BY YOU AND YOUR TRAINEE
	TRAINEE STARTS COURSE WORK ON THEIR FIRST SUBJECT
	SERVICE ONE MONITORS PROGRESS AND CONTACTS TRAINEE WEEKLY FOR FIRST 3-4 WEEKS TO OFFER SUPPORT
	YOUR TRAINEE'S PRIMARY TRAINING ADVISER TAKES OVER AT 4-5 WEEKS OFFERING SUPPORT AND COACHING UNTIL COMPLETION

\* LLN - to determine Language, Literacy and Numeracy suitability



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RTO ID: 1441

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